



Service Level Agreement (Service Description) **Assisted NetScaler Service**

Code: FS-CNAS 3.0
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Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

Assisted NetScaler Service

The Assisted NetScaler Service offers a secure and flexible deployment of a virtual HA-NetScaler environment.

Initial Services	CO	CL
Setting up the remote maintenance environment	R/A	C/I
Import of two appliances on the hypervisor and configuration of the Citrix NetScaler Agent	R/A	C/I
Provision of the baseline by the contractor	R/A	C/I
Deployment of the NetScaler templates by the contractor	R/A	C/I
Integration of the appliances into the contractor's NetScaler management system	R/A	C/I
Going live with HA appliances	R/A	C/I

Recurring Services	CO	CL
Troubleshooting of the NetScaler environment		
The Contractor shall support the Client's trained 1st level personnel in their troubleshooting activities by telephone, e-mail or remote access. If the technical requirements are met, the remote analysis can be carried out directly on the client's systems and system components. If necessary, data from the system and system components are transmitted to the contractor for analysis, evaluation or processing.	R/A	C/I
Carrying out system updates		
If necessary for the environment, e.g. security critical patches, the Contractor shall carry out system updates in coordination with the Client. The Contractor shall be responsible for deciding whether system updates are necessary. The client must ensure that all requirements for a system update are met. The implementation of new features must be ordered separately	R/A	C/I

Performing regular system checks		
The Contractor shall check the operational status of the NetScaler instances commissioned by the Client. These regular system checks are carried out to detect identifiable, pending or developing defects. The aim of regular maintenance is to reduce the number of faults and increase the operational reliability, availability and service life of the system. The client is informed of the test results, findings and necessary measures. The inspection dates are agreed with the client and carried out remotely. The condition of the systems and system components is checked in accordance with the defined checklists. The test report is created and sent to the client after completion. The client is informed of the need for measures to improve the system, which must be commissioned separately.	R/A	C/I
Safety reports / Notes		
This service includes a regular check of the NetScaler firmware used and the configuration for known security risks. The client receives a corresponding presentation of the measures required to eliminate the potential risks. The client is also informed about the duration of the certificates on the NetScaler instances.	R/A	C/I
Performance reports		
The client receives a regular report on the performance of the NetScaler instances.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Provision of the required infrastructure		
The client provides two virtual machines for the NetScaler instances and one virtual machine for the NetScaler Agent. These servers must meet the minimum requirements of Citrix: • 2x NetScaler VPX 200 / VPX 500 / VPX 1000 - to be found at the following link • 1x NetScaler Console Agent - to be found at the following link • Supported hypervisor found at the following link The Customer shall ensure that the required ports are enabled on the firewall and that the connection for the Contractor's NetScaler Agent is ensured. See Link	C/I	R/A
1st level support Tasks of the client		
To ensure that the contractor can provide efficient support, the client's 1st level support already carries out the following activities to identify system errors in advance: • Recording the impact of the fault • Determining the affected services. • Recording the error frequency: How often has the error pattern (or error) already occurred at this ◦ HW, SW etc. or at another position? • Check the network connection (for example, check the function of the data network by pinging the IP address or the host name).	C/I	R/A

Provision of information required by the contractor for error analysis.		
Certificates		
The client shall provide the certificates required for the services to be provided.	C/I	R/A

Framework conditions for service

This service does not release the client from the obligation to handle the systems and system components with ongoing care.

A tested or updated system may exhibit problems in its functionality after or during implementation. This may lead to data loss and similar consequences. The Contractor therefore expressly draws the Client's attention to the fact that the data and systems must be backed up before the Contractor's services are carried out. The Contractor accepts no liability whatsoever for faults, defects or failures that occur during or after the test or update. The Client shall bear any disadvantage resulting from these circumstances.

The functions and restrictions of the currently used Citrix NetScaler firmware apply.

Tickets are opened with the manufacturer at the discretion of the contractor.

The Client is fully responsible for the compatibility of Citrix NetScaler and NetScaler Agent Server. The Client shall proactively inform the Contractor of any changes.

The ultimate availability of the systems is always the responsibility of the client. It is recommended that the client carries out a regular check of the services provided via the NetScaler (e.g. by means of monitoring).

At the end of the contractual relationship, the NetScaler infrastructure including the NetScaler Agent and the associated "Citrix NetScaler VPX License" will be removed from the Client's NetScaler management by the Client and thus the availability of the services provided via the NetScaler will be discontinued.

Services not included

Functions of the web application firewall

Management of the client's multi-factor authentication

Configuration work on the client firewall for the connection

Necessary adaptations of interfaces or individual developments by the client

Backup of the NetScaler infrastructure (such as: VMs, NetScaler configurations)

Change requests to the template configuration, setting up new functionalities can be transmitted by the client to the contractor. The implementation of the necessary measures is carried out on a time and material basis, which is charged separately at the applicable hourly rate.

